WHAT IS CLAIMED IS

1   1. A method of assessing the urgency of an incoming communication from an

2   originator to a recipient implemented by a computer, said method

3   comprising,

4   maintaining a log of past incoming communications for said recipient, and

5   upon receipt of said incoming communication, examining said log and

6   based on previous communications from said originator, assessing said

7   urgency.

1   2. The method of claim **1**, wherein said incoming communication comprises

2   one of a facsimile transmission, an e-mail, a multi-media communication,

3   an attempted telephone call, and a voice mail message.

1   3. The method of claim **1**, wherein said examining comprises determining an

2   interval since a last communication from said originator.

1   4. The method of claim **1**, wherein said examining comprises assessing a

2   duration since any of said originator's communications have been

3   answered or returned.

1   5. The method of claim **1**, wherein said assessing comprises calculating a

2   numerical indicator of urgency including a number of received prior

3   incoming communications from said originator in a time interval prior to

4   receipt of said incoming communication.

1   6. The method of claim **5**, further comprising, in response to calculating an

2   indicator having a value above a threshold, identifying said incoming

3   communication as urgent to said recipient.

1   7. The method of claim **6**, wherein said incoming communication comprises

2   an electronic mail message, and said identifying comprises modifying said

3   electronic mail message to identify it as urgent.

1　8. The method of claim **6**, wherein said identifying comprises notifying a

2　　device associated with said recipient of said incoming communication.

1　9. The method of claim **1**, wherein said maintaining comprises recording a

2　　type of each of said past incoming communications.

1　10. The method of claim **9**, wherein said log stores a time of each of said past

2　　communications.

1　11. The method of claim **10**, further comprising maintaining records of

2　　outgoing communications by said user.

1　12. A computing device, comprising

2　　a processor;

3　　computer readable memory in communication with said processor and

4　　storing application software adapting said processor, upon receipt of an

5　　incoming communication from an originator to a user to:

6　　　examine a log reflecting past incoming communications for said user to

7　　　assess an urgency of said incoming communication, based on past

8　　　communications from said originator.

1　13. The computing device of claim **12**, wherein said log stores a time of each

2　　of said past communications.

1　14. The computing device of claim **13**, wherein said log stores an indicator of a

2　　communications type for each of said past communications.

1　15. Computer readable medium, storing processor executable instructions,

2　　that when loaded at a computing device having access to a log of past

3　　incoming communications for a user, adapt said computing device to

4　　examine said log to assess an urgency of a current incoming

5　　communication from an originator to said user, based on past incoming

6　　communications from said originator.